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### 3. TECHNICAL AND PERFORMANCE REQUIREMENTS:

#### 3.1 General Requirements:

**3.1.1** *The contractor shall provide a statewide Telecommunication Relay Service (TRS) for the Public Service Commission and/or CapTel Service, on an as needed, if needed basis in accordance with the requirements and provisions stated herein.*

Sprint has read, understands and will comply.

Sprint is the nation's leader in providing Telecommunications Relay Services (TRS) in terms of total contracts and calls handled. Sprint currently operates 11 TRS and 3 VRS call processing centers that provide relay services for 28 States, Puerto Rico, the Federal Relay Service and three commercial accounts for a total of 33 TRS contracts. Sprint processed more than 26 million calls, resulting in 131 million conversation minutes. With more than 12 years of TRS call processing, Sprint is a proven, professional service provider who has successfully accomplished all of the following:

- TRS provider since 1990
- FCC-Certified TRS provider (first in 1993 and again in 1998)
- Facility-based TRS provider, operating 11 TRS call centers
- Industry leader in new product innovations



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- TRS provider since 1990
- FCC-Certified TRS provider (first in 1993 and again in 1998)
- Facility-based TRS provider, operating 11 TRS call centers
- Industry leader in new product innovations
- Active participant in the industry (FCC, NECA, NASRA)
- Team comprised of deaf and hard of hearing individuals
- Highest demonstrated level of quality service in the industry
- Industry leader in offering CapTel™ – providing 8 CapTel™ Trials

Sprint entered the TRS market in 1990, providing services for the State of Texas through one call center in Austin, Texas. Sprint has grown to be the largest TRS and VRS provider in the world, yet the heart of the Sprint product is not size, but the care and understanding we have for our users.

**3.1.2** *The contractor must be a certificated Missouri telecommunications company and must have a tariff for the TRS filed with and approved by the Missouri Public Service Commission (MoPSC) upon implementation of the TRS.*

Sprint has read, understands and will comply.

Sprint's price, as provided in Exhibit A hereto, is submitted as a stand-alone offer applicable only to the requirements of RFP No. BZZ03019. The



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proposed price to provide TRS for the State of Missouri does not include, in whole or in part, tariff pricing.

**3.1.3 The contractor shall provide a TRS with state of the art technology, which will provide the most beneficial and cost effective methods to implement the TRS. Additionally, the contractor shall make use of a Customer Profile Database that will assist the CA in relaying conversations as quickly as possible.**

Sprint has read, understands and will comply.

Sprint will provide the most beneficial and cost effective Relay service for Missouri.

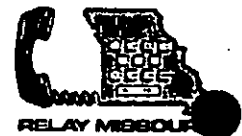
Sprint's mission is to exceed our customer's expectations through superior quality, advanced technology and excellent customer service. Sprint has earned the reputation of leading the industry in producing and launching new TRS technology and product enhancements.

Sprint launched the first TRS Customer Preference Database for the state of Texas in 1995. Items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. This information is activated automatically or at the option of the caller and appears on the CA's screen. Users are able to update their Customer Preference Database while on-line with a Sprint CA or if they prefer, they may be transferred to a Sprint's Customer Service representative, with TTY capability. Customers also have the option of contacting Sprint Customer Service directly by mail or phone. A sample of the Sprint customer database form is provided in Figure 3-1.

Sprint will continue to provide this feature, along with all of the Sprint Standard Features listed in Appendix F.



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Relay Customer Database Profile			
Last Name:		Smith	
First Name and Middle Initial:		John X	
Area Code and Phone Number:		123-456-7890	
Street Address:		123 Main Street	
City, State Zip:		Anytown, USA 12345	
Long Distance Profile:			
Intrastate	<input checked="" type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI
Interstate	<input checked="" type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI
Preferred Billing Method:		<input type="checkbox"/> Paid <input type="checkbox"/> Collect	
<input type="checkbox"/> Third Party:		Phone Number:	
<input checked="" type="checkbox"/> Calling Card:		Calling Card Name: Sprint FON Card	
		Calling Card Number: 903-980-2633-1234	
Outdial Restrictions:			
<input type="checkbox"/> Long Distance Calls		<input type="checkbox"/> International	
<input type="checkbox"/> Operator Assistance		<input type="checkbox"/> Directory Assistance	
Phone Numbers Profile:			
Frequently Dialed Numbers		Emergency Numbers	
Name	Phone Number	Name	Phone Number
1 MOM	123-456-7890	1 Police	123-456-7890
2 DAD	123-456-7890	2 Fire Dept.	123-456-7890
3 DOCTOR	123-456-7890	3 Ambulance	123-456-7890
4 SCHOOL	123-456-7890	4	
5 WORK	123-456-7890	5	
Blocked Numbers			
7		Cell Block 1:	
8		Cell Block 2:	
9		Cell Block 3:	
10		Cell Block 4:	
Note: Limit 9 characters per name		Cell Block 5:	
Answer Type: <input checked="" type="checkbox"/> TTY <input type="checkbox"/> VOICE <input type="checkbox"/> VCO <input type="checkbox"/> HCO			
<input type="checkbox"/> ASCII-300 <input type="checkbox"/> ASCII-1200 <input type="checkbox"/> ASCII-2400			
Language Type: <input checked="" type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> ASL			
Customer Notes:			
1. Announce by "This is John Smith calling you thru [Relay Name]"			
2. Often use Conference Calls			
3. Sometimes use VCO			
Note: Limit 70 characters per note			

Figure 3-1. "Customer Database Form"

Many of the Sprint 'firsts' listed below were accomplished with the support and cooperation of our Sprint states and relay end users:

- 24-hour, 7-day Customer Service
- 900/800 Pay Per Call Services

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Section 3-3



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- Access to 900 Numbers
- Automated Billing with Detailed Reporting
- Automatic Error Correction
- Automatic Number Identification Database
- Branding of VCO/HCO Call Types
- Carrier of Choice Functionality
- Customer Branding
- Customer Database profiles
- Error Correction (Spell Check)
- E-Turbo™
- Hearing Carryover Enhancements
- Identification of Background Noises
- Identification of Customer and CA Gender
- Intelligent Computerized CA Workstations
- Regional 800/888/877/866/855
- Scroll Back for ASCII and HCO Users
- Spanish-to-Spanish and Spanish-to-English translation
- Speech-to-Speech
- Speech-to-Text Trial
- VCO Gated Calls/Centers
- Video Relay Service
- Voice Call progression
- Voice Carryover Enhancements (No Typing)
- CapTel™ Relay Service

At Sprint, we believe that the relay of yesterday will not be the relay of tomorrow. As emerging technologies are developed, greater functional equivalency is created.

**3.1.4 The TRS shall be operational and ready for implementation not later than July 1, 2003.**

Sprint has read, understands and will comply.

Sprint will be operational and ready to implement all aspects of the TRS contract on July 1, 2003. Sprint will be prepared to implement the CapTel™ contract on July 1, 2003, or following the CapTel™ trial in Missouri.



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### 3.2 TRS Personnel Staffing Requirements

**3.2.1** *The contractor shall provide a full-time position for and shall employ an individual with knowledge of and familiarity with the deaf and hard of hearing and speech-impaired community to serve as Relay Account Manager for the state of Missouri only. Such individual will be obligated to be a member of the Advisory Committee as established by the MoPSC.*

Sprint has read, understands and will comply.

Sprint designed the TRS Account Management position to provide outreach and dedicated local support to all of the communities served by Sprint Relay. Sprint currently employs 30 deaf and hard of hearing Account Managers and Customer Relations Managers.

Sprint is proud of the relationship we have built with the MoPSC and the Relay Missouri Advisory Committee. For more than a decade, Sprint has been at the forefront of providing service, education, outreach and sponsorship in the deaf, hard of hearing and speech disabled communities throughout Missouri. From St. Louis to Kansas City, Jefferson City, Fulton, Columbia, St. Joseph, Joplin, Springfield, Cape Girardeau and all over the state, Sprint has been there providing outreach, working with consumers of Relay Missouri and providing education.

Sprint will exceed this expectation by providing two Account Managers, dedicated to meeting the needs and desires of both the state and the people who use our service.

For 7 of the last 11 years, Matthew Gwynn (Matt) has been employed as the Account Manager for Relay Missouri. Matt has been with Sprint since 1992. Since 1996, Matt's sole responsibility has been to the state of Missouri as the Account Manager dedicated to providing outreach, awareness and education regarding Relay Missouri and the services offered through Sprint. Matt has coordinated numerous events throughout the State of Missouri and will continue to do so under the direction of the Relay Missouri Advisory Committee and the MoPSC. Matt has been deaf since birth and is a native user of American Sign Language (ASL). Matt is a skilled communicator, utilizing various communication tools to promote effective communication. Because of his long tenure with Sprint, Matt is well-known to people and organizations located throughout the state.

The second Relay Missouri Account Manager position will be based in St. Louis and will also attend all Relay Advisory Committee and MoPSC staff meetings. The two Relay Missouri Account Managers will work together to maximize outreach efforts and promote awareness amongst the general population within Missouri. Please review Exhibit D for additional details on Account Manager responsibilities.



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**3.2.2** *The contractor shall include adequate staffing to provide callers with efficient access under projected volumes so that 85% of all calls will be answered within 10 seconds on a daily basis.*

Sprint has read, understands and will comply.

Sprint will meet the ASA requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA.

Sprint has a long history of exceeding the ASA requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. Through that experience, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown TRS Operations capability to handle approximately 26 million calls per year. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements and will provide the capability to handle Missouri traffic while maintaining an excellent standard of service. Historical call detail has been gathered in 15-minute increments throughout the years of providing TRS. This historical information is combined with Missouri-specific data to establish anticipated call patterns that accurately predict personnel needs necessary to efficiently process relay calls for Missouri.

Sprint's Traffic Management Control Center (TMCC) and Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service. Historically, as shown in Figure 3-2, Sprint has exceeded customer expectations by providing service levels unequalled in the industry.

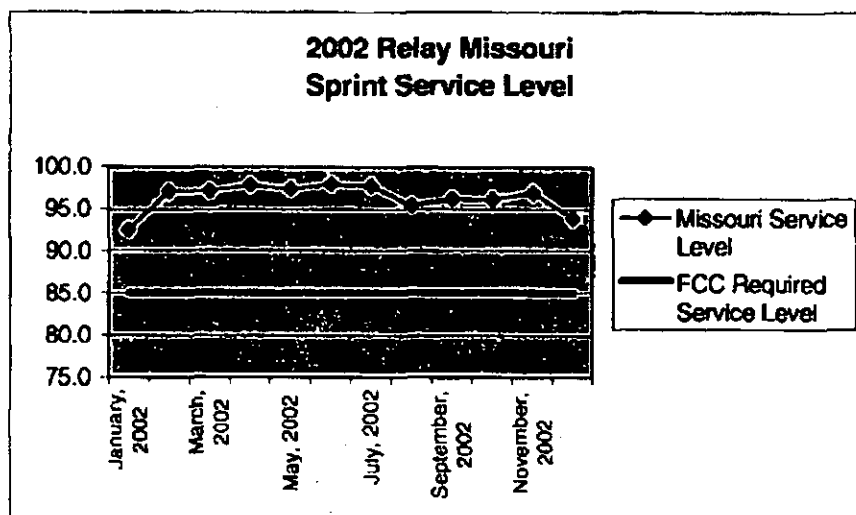


Figure 3-2. Sprint 2002 Service Levels

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### 3.2.3 Communication Assistant (CA):

Sprint is proud to have the most experienced CA team in the industry. Relay is an increasingly complex process. Over the last decade, Sprint has implemented over 500 enhancements to TRS. With 24 separate call types and 50 call processing variations to the relay process, employees benefit from years of experience to build on the basic skill set of typing everything that is heard while facilitating communication between both parties transparently.

Relay Missouri is provided by the most experienced CA team in the industry. Relay Missouri users are pleased with their Sprint Relay services. **This is indicated by an average of 135 Customer Commendations received annually from users across the state.** Please see samples of community letters of support provided in Appendix H.

*a. The contractor shall have or shall develop, at least forty-five (45) days prior to implementation of the TRS, a manual or procedures and standards relating to CAs which reflects the preferences and needs of users of the service. It is anticipated that most of these procedures and standards will not significantly affect any contractor's cost of employing CAs, as it is expected that any relay system provider would commonly develop such a manual as a matter of standard business practice.*

Sprint has read, understands and will comply.

Sprint stresses the importance of all relay policies and procedures to CAs at the interview/selection process and continuing through initial and ongoing training.

The Relay Missouri CA Policy and Procedures manual is currently being utilized and available for the state to review. An outline of these expectations is provided in Table 3-1 Sprint Policies and Procedures. This outline includes confidentiality, emergency and crisis calls, functions and roles of a relay Communications Assistant and much more.

All Communications Assistants and Supervisors are trained in the topics covered by the Sprint Policies and Procedures Manual. They are required to comply with all of the policies and procedures and failure to do so is considered a work performance problem. If a performance problem is identified, including any failure to follow the Sprint Policy and Procedure Manual, the supervisor will address the problem with the Communication Assistant in accordance with Sprint's progressive corrective action program called "Guiding Performance". Most work performance problems can be satisfactorily addressed through a "coaching" discussion conducted by the supervisor; however, if the work performance problem is deemed too serious, it may be addressed with formal corrective action steps, up to and including involuntary discharge of the employee.



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**Table 3-1. Relay CA Policy and Procedures Manual Outline**

<b>A. Objectives</b>	Your Role Confidentiality Destinations of Traffic Differences-Call Processing Between States
<b>B. Billing Methods</b>	Paid FONCARD LEC Card Optional MasterCard Third-Party Collect Local Override
<b>C. Basic Call Procedures</b>	Steps that are Basic to Every Local Call Steps that are Basic to Every Long Distance Call
<b>D. Local Call Procedures</b>	Local Call Description Voice to TDD Call Processing steps TDD to Voice Call Processing Steps
<b>E. Toll-Free Call Procedures</b>	Toll-Free Call Description
<b>F. Paid Call Procedures</b>	Paid Call Description Voice to TDD Call Processing Steps TDD to Voice Call Processing Steps
<b>G. Card Call Procedures</b>	FONCARD Call Description LEC Card Call Description Optional Card Description Major Credit Card Call Description Voice to TDD Call Processing Steps TDD to Voice Call Processing Steps
<b>H. Third Party Call Procedures</b>	Third-Party Call Description Voice to TDD Call Processing Steps TDD to Voice Call Processing Step
<b>I. Collect Call Procedures</b>	Collect Call Description Voice to TDD Call Processing Steps TDD to Voice Call Processing steps
<b>J. Special Call Handling Procedures</b>	Answering and Audiotext Interaction Machines Voice Carry Over Voice Answer machine Voice Carry Over



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<b>K. Variations</b>	Busy Line Verification Busy Signal Static or Poor Connection No Answer Customer Request Company Information Request for Information on CA's Screen Speech Impaired "S" Handling Interruptions Pacing the Voice Customer Profanity Directed Towards CAs Request for Specific CAs CA Knows Customer Suicide Cases of Abuse (Child, Elderly, Spouse) Illegal Calls Sensitive topics Switchboards Young Children Typing Background Noises ASCI Leaving a Message on a Voice TDD (Voice Answered) Call Repeating Information and Making Tone Judgements Voice Person Talking in Third Person Call Waiting Suspected Feature Conference Calls Three-Way Calling Inbound Customer Requests the Calling From Number	Changing CAs Charges Refused - 800 Number Referral Hard of Hearing person Using Standard Phone Call Backs for TDDs Directory Assistance Multiple Calls Inbound Requests Relay number Redefining the CA's Role Restricted Calls <ALT> <A> Voice to Computer Unbillable Calls Customer Requests to Call Relay Service <CTRL> <R> Redial COC Branding Regional 800 Two Calling from Numbers LEC Service Office Access Double Letters Modifying Opening Greeting Holding for Inbound Customer Prior to Outdial Request for CA to Get Message Off TDD Voice Answering Machine Hard of Hearing Person Answers TDD Line Request for Alternate language TDD User Typing in Parenthesis Product Information 800 to Number Changes to 900 Service
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b. As a minimum, the following CA standards shall be established:

1. the CA shall be trained to relay the contents of the call as accurately as possible without intervening in the communications;

Sprint has read, understands and will comply.

Sprint CAs convey the full content, context and intent of the relay communication they translate. The CA types to the TTY user, or verbalizes to the non-TTY user, exactly what is said or transmitted when the call is first answered and at all times during the conversation. This includes background



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information, which is typed to the TTY user in parenthesis. CAs leave full control of the call to the relay user.

In 1996, Sprint became the first relay provider to offer automatic error correction software. Sprint's automatic error correction software was designed and developed by a Sprint CA. The system currently recognizes over 500 misspelled words and automatically corrects them.

- 2. the CA shall possess the ability to translate American Sign Language (ASL) text to conversational English and must be trained to be familiar with and sensitive to the communications needs of persons who are deaf and hard of hearing or speech impaired.**

Sprint has read, understands and will comply.

Sprint CAs translate ASL text to conversational English. During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent, and the CA's role in the relay process. Sprint uses a workbook, created by a deaf instructor, to train CAs in the translation of ASL and incomplete English to conversational English. In addition, all role-plays are "written in ASL" and CAs must translate these role-plays from ASL to conversational English. This skill is evaluated and tested throughout training. Upon completion of initial training, CAs continue to be evaluated on ASL to English Translation through individualized monthly surveys.

All Sprint relay center employees, including management, participate in a 20-hour Diversified Culture training program during the initial training period. Sprint works closely with each Sprint center's local user community to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, hands-on role-plays, group activities and discussion groups to educate its employees on the different needs of their customers.

- 3. the CA shall be required to type a minimum of 60 words per minute and to pass an oral-to-type test of typing speed;**

Sprint has read, understands and will comply.

All of Sprint's CAs type a minimum of 60-words per minute. Sprint utilizes an oral-to-type test that simulates actual working conditions. CAs are tested at least bi-annually to ensure that a 60-WPM performance requirement is maintained. During this test, Sprint does not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual words-per-minute typed. In addition, Sprint utilizes technological aides such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service.



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4. *the CA shall stay with the call for a minimum of ten minutes when answering and placing a TT-based TRS or VRS call and must stay with the call for a minimum of 15 minutes when answering and placing speech-to-speech calls;*

Sprint has read, understands and will comply.

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same TRS/VRS CA dedicated to each call. Sprint ensures that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and to keep both parties informed.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbal abuse of CA or obscenity towards CA
- The call requires a specialist (Speech to Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA plugs in their headset at the position and watches the call for several minutes in order to assess the "spirit" of the call to make the transition smoother. After several minutes of observation, the second CA waits until the voice user stops speaking and all conversation has been relayed, and then types to the TTY user:

(MO CA# CONTINUING UR CALL).

The CA says the following to the non-TTY user:

"THIS IS MO CA # CONTINUING YOUR CALL."

During initial training, trainees are required to practice this procedure. In addition, a training video is shown that clearly demonstrates this procedure, and trains CAs to ensure the transition is handled as smoothly as possible.

5. *the CA shall translate all conversations for required specified calls in section 3.4.1 and 3.4.2 herein and shall keep all such conversations confidential with respect to the existence and content thereof.*

Sprint has read, understands and will comply.

Missouri Relay CAs will translate all conversations for call types specified in Sections 3.4.1 and 3.4.2.

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All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned during the course of relaying calls. Please review Appendix C for a copy of the Sprint Relay Pledge of Confidentiality. In conjunction with signing Sprint's confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

Sprint strictly enforces confidentiality policies in the Center, which includes the following:

- Prospective CAs are screened during the interview process on issues regarding ethics and confidentiality.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive three hours of training on healthy detachment.
- After graduation from initial training, each CA must sign a Pledge of Confidentiality Agreement form.
- Breach of confidentiality may result in termination of employment.
- All Sprint Relay Centers have security key access
- Visitors are not allowed in CA work areas

#### **3.2.4 Communication Assistant (CA) Requirements:**

**a. *The contractor must provide a sufficient number of Communication Assistants (CAs) and facilities to meet the Communication Assistant Standards described in Paragraphs 3.2.3 b. and the Quality of Service Standards listed in Paragraph 3.5.***

Sprint has read, understands and will comply.

Sprint will continue to provide a sufficient number of CAs and facilities to meet CA standards and Quality of Service standards, as outlined in Paragraph 3.2.3.b and 3.5.

The GeoTel routing system provides real-time results by sweeping each center every six seconds for CA availability to determine routing. The center staffing lines are a management tool that provides the center and Sprint's Traffic Management staff with the following:



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- Initial CA requirement for each 15 minute period of the day
- Total number of CAs scheduled for each 15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes

In response to any traffic fluctuations, Traffic Management makes final CA requirements for each 15 minute period after any line adjustment. Further, Sprint will periodically review Missouri historical data to determine trends, taking into account any call-affecting issues such as weather, holidays or technical problems. Utilizing this information, a network forecast is developed for each upcoming scheduling week. Sprint also reviews each center results for the previous six weeks as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is supported and accounted for by each of the centers.

Sprint is offering Missouri two options for service. Regardless of the option selected, Missouri will have the benefit of Sprint's intelligent call routing technology that insures each call is answered by the next available CA at any one of the Missouri designated centers. This provides Missouri with a large resource pool totaling approximately 2,500 CAs and ensures the most efficient and cost effective method for processing various Missouri call types. Currently, the Independence, Missouri relay center provides jobs to 97 employees. Table 3-2 outlines the anticipated number of full-time employees needed, by call volume, to ensure Missouri contractual obligations and customer expectations are met.

**Table 3-2. Monthly Call Volume**

Monthly Call Volume	70,000	75,000	80,000	85,000
CAs	45 FTE	48 FTE	52 FTE	55 FTE

\* Full Time Equivalent (FTE)

- b. Unless instructed otherwise by the caller, the CA shall allow at least six (6) rings for each call.**

Sprint has read, understands and will comply.

Sprint's sophisticated technology leaves the control of the call with the customer. CAs allow ten rings then give the customers the ability to decide if they would like to continue to let the phone ring or place another call. Sprint CAs will follow user preferences if alternate requests are made.

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- c. *If requested by the caller, the CA shall make one additional attempt on busy calls.*

Sprint has read, understands and will comply.

Sprint CAs allow the caller to remain in control of the call. If the caller reaches a busy signal and would like to make additional attempts, the Sprint CA will follow the caller's request.

- d. *The CA shall not make any value judgments regarding legality of obscenity of the content of the message and shall ensure that the relay operators relay all messages received. In addition, the contractor shall agree and understand that no written or electronic script of the call be maintained by the TRS at the conclusion of the conversation.*

Sprint has read, understands and will comply.

Sprint CAs do not make value judgments as to the content of any relay communication and do not hold personal conversations with either party.

No written or taped information regarding a relay call is maintained once the call is released at the CA position. The 'from' and 'to' numbers are removed from the CA terminal immediately upon termination of the call, at which time billing information is transferred to billing files. If a customer registers a concern regarding operating practices and wishes to reveal his/her name, it is used only to follow up with the customer to explain the resolution Sprint has taken in regard to the concern.

- e. *If requested, the CA will translate American Sign Language (ASL) text to conversational English. The word "translate" as used in the contract shall be considered as oral and print translations by either live or automated means between deaf and hard of hearing or speech impaired persons who use TT equipment, computers, or similar automated devices and those who do not have such equipment.*

Sprint has read, understands and will comply.

Sprint CAs translate ASL text to conversational English. During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent, and the CA's role in the relay process. Sprint uses a workbook, created by a deaf instructor, to train CAs in the translation of ASL and incomplete English to conversational English. In addition, all role-plays are "written in ASL" and CAs must translate these role-plays from ASL to conversational English. This skill is evaluated and tested throughout training. Upon completion of initial training, CAs continue to be evaluated on ASL to English Translation through individualized monthly surveys.





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- f. If so directed by the caller, the CA shall refrain from making an introductory announcement about the TRS;**

Sprint has read, understands and will comply.

Sprint CAs leave full control of the call to the relay user. The CA follows any instructions given by the relay user regarding definitions of the portions of the call to handle. For example, if the TTY user requests the CA not to announce the call, the CA will honor the request.

- g. CA shall not counsel, advise or interject personal opinions or additional information into any communication being translated. The CA is permitted to provide background noise identification.**

Sprint has read, understands and will comply.

Sprint CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the relay communication breaks down. CAs may not hold personal conversations with either party. When prompted, the CA may extend a polite or concise response such as "thank you" if a relay user comments on a job well done. In the event of an emergency, the CA will render the necessary assistance to complete the customer's call. The CA types to the TTY user, or verbalizes to the non-TTY user, exactly what is said or transmitted when the call is first answered and at all times during the conversation. This includes background information, which is typed to the TTY user in parenthesis.

- h. CA shall comply with the established CA Standards.**

Sprint has read, understands and will comply.

CAs comply with all established CA standards.

The heart of the relay product is the Communications Assistant (CA) who interacts with relay users, ensuring every communication is facilitated in a professional, efficient manner. Our training and quality team have developed a comprehensive hiring and training program to prepare employees for this challenging position and to ensure all communications are of the highest quality.

Please refer to Appendix A for Sprint Relay CA Training outline.

Sprint CAs are assessed during training on all relay procedures. When training is complete, CAs continue to be evaluated through individualized monthly surveys, random testing (through test calls) and monthly quality training focus.



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Sprint has developed a comprehensive, performance based assessment tool for CA performance. The CA Performance Survey provides a detailed perspective on individual performance and measures 45 aspects of CA call processing performance. All CAs are evaluated monthly and required to meet expectations in all performance areas.

Please review Appendix B for a copy of the CA Performance Survey.

All Sprint CAs are monitored at regular intervals to ensure compliance with the CA standards is consistently maintained. Sprint stresses the importance of all relay CA policies, procedures and standards to CAs beginning at the interview stage and continuing throughout employment. Sprint CAs know what is expected of them at all times.

Please refer to Section 3.2.3 a for Sprint Relay Policies and Procedures outline.

### **3.3 Telecommunication Relay Service Center (TRSC) Requirements:**

#### **3.3.1 The contractor shall establish a Telecommunication Relay Service Center (TRSC). The TRSC shall:**

- a. Provide relay service for all Missouri exchanges, 24 hours a day, 7 days a week, 52 weeks a year.**

Sprint has read, understands and will comply.

Sprint will continue to provide relay service for all Missouri exchanges for both domestic and international callers available 24 hours a day, 7 days a week, 52 weeks a year.

- b. Allow callers to place calls through the TRS from their primary location and from locations other than their primary location.**

Sprint has read, understands and will comply.

Sprint will continue to allow callers to place calls through the TRS from their primary location and from locations other than their primary location.

- c. Allow callers to utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services, as identified by the contractor.**

Sprint has read, understands and will comply.

Sprint will continue to process collect, third party and person-to-person calls for Relay Missouri as well as calls billed credit cards, and to prepaid and non-proprietary calling cards offered by a Missouri local or any other



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interexchange carrier. Sprint will also process calls to or from hotel rooms and pay telephones.

In compliance with Missouri's goal to provide functional equivalency, when a call is placed through Relay Missouri, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, in between calls and wrap up time) on toll calls. Billing will occur within 60 days of the call date. Sprint offers users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process credit/calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program.

Sprint will continue to work with the Missouri's LECs and IXCs to compile and make available to all TTY users a list of acceptable calling cards. Sprint CAs will also relay calls that are billed to prepaid calling cards.

The user's carrier of choice is responsible for providing call types and available billing options, and will handle the rating and invoicing of toll calls placed through the relay. Sprint billing is processed in-house.

Sprint innovated TRS Pay-Per Call services in 1996. Callers to Relay Missouri will continue to access 900 services by dialing a designated 900 number to access the relay service. Use of a toll free 900 number inbound to Relay Missouri provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating LEC restrictions. This process ensures that the LEC will only complete those calls in to the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.

Figure 3-3 illustrates access to 900 Pay-Per Call Services.



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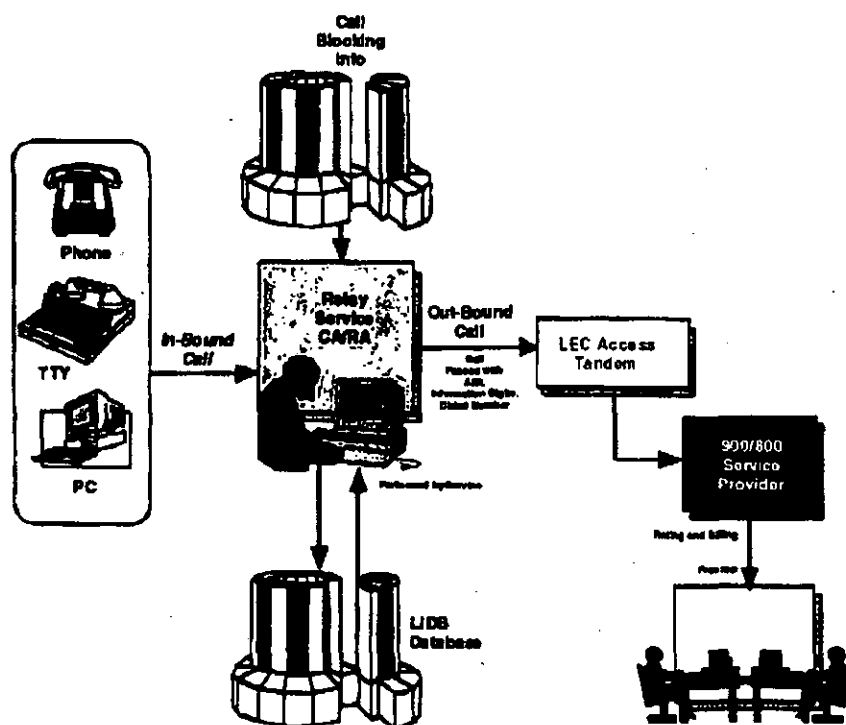


Figure 3-3. 900 Pay-Per Call Services

d. *The TRSC shall provide statewide service for all calls originating within the state of Missouri, including calls placed across a state line, which, if the TRSC were not used, would be considered toll free calling. The contractor shall provide the service through the dialing of "711", as well as through the use of a statewide 800-access method. The contractor may provide for an in-state, an out-of-state, multiple locations, and/or any other alternative of the TRSC.*

Sprint has read, understands and will comply.

All Missouri users will continue to be able to place local, intrastate, interstate and international calls that originate and/or terminate in Missouri through Relay. Users may also place calls across a state line, which would be considered toll free calling. Sprint will process all calls made through Relay Missouri and will be compensated by the MoPSC for providing local and intrastate Relay Missouri service.

Sprint will continue to provide the service through the dialing of "711" as well as through the statewide 800 toll free numbers. Sprint Relay will be compensated by the TRS Interstate Fund as mandated by the FCC for providing interstate and international TRS services. The MoPSC will not be invoiced for any minutes associated with the relaying of interstate or



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international toll calls. Either Sprint or the caller's carrier of choice will be billed for the toll portion of the call. There will be no end user billing for Relay Missouri callers placing local calls.

Sprint provides the MoPSC with two options for the TRSC. An in-state solution that maintains the existing Relay Missouri Center, or an out-of-state, network solution utilizing the existing centers across the nation.

Please review Section D for more detail on the options available.

### **3.4 Telecommunication Relay Service (TRS) Requirements:**

**3.4.1** *The TRS shall include the following basic services for local calls, intrastate toll calls and interstate toll calls originated in Missouri:*

*a. Accept a call from a Text Telephone (TT) or computer equipped caller, place a call to a hearing and voice-capable individual and translate the electronic messages to voice messages and the voice messages to electronic messages as necessary to complete the communications link; and*

Sprint has read, understands and will comply.

Sprint's standard offering includes acceptance of calls from Text Telephones (TTYs) or computer equipped callers. Sprint CAs place calls to hearing and voice-capable individuals and translates electronic messages to voice messages and voice messages to electronic messages as necessary to complete the communications link. Each Sprint CA position is capable of receiving and transmitting in Voice, Baudot and ASCII codes. Upon a call being received at the Relay CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

*b. Accept a call from a hearing and voice-capable caller, place a call to a TT or computer equipped individual and translate the voice messages to electronic messages and electronic messages to voice messages as necessary to complete the communications link.*

Sprint has read, understands and will comply.

Sprint's standard offering includes acceptance of calls from hearing and voice-capable callers, and placing calls to TTYs or computer equipped individuals, and translating voice messages to electronic messages and



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electronic messages to voice messages as necessary to complete the communications link.

c. *At the request of the calling individual in either 3.4.1a or 3.4.1b above, allow voice to pass through the telecommunications system in either direction and translate only as necessary (voice carry-over (VCO); hearing carry-over (HCO); VCO to VCO).*

Sprint has read, understands and will comply. Sprint will accommodate callers as specified in Sections 3.4.1a and 3.4.1b on the following call types.

**VCO - Sprint has provided voice and hearing carryover as standard TRS features for longer than any other provider.** Voice carryover (VCO) allows a user to speak directly to the person they are calling.

VCO users also have the ability to request VCO with Privacy/No GA. This is an enhancement to Sprint's VCO product requested by many VCO users. This feature provides the TTY caller added privacy on their call because the CA does not hear the VCO users' voiced messages and no "GA" is needed from the VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the operator that he/she is finished speaking.

**VCO Branding** - VCO users may choose to have their telephone numbers permanently branded as VCO. When a telephone number is branded as VCO, each call into relay receives a unique greeting. The following is an example of the VCO greeting used.

RELAY MISSOURI CA XXXXM/F VOICE (OR TYPE) NOW GA

The caller either voices or types his/her call set-up instructions to the operator.

**VCO-to-HCO** - This feature allows a VCO user to communicate with a Hearing Carry Over user. The VCO user speaks directly to the HCO user and the HCO user types their response directly to the VCO user's TTY device.

**VCO-to-VCO** - VCO users can communicate with other VCO users through relay. The CA listens to each VCO user's spoken messages and types for both parties.

**VCO-to-TTY** - VCO and TTY users may communicate with each other through relay. The VCO user voices her/his own messages, which are typed/transmitted by the CA to the TTY user's device. The TTY user types directly back to the VCO user's device, who reads the typed message across their TTY LCD display.



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**Two-Line VCO** - (HCO or VCO) Two-Line VCO provides close to real-time conversations between the deaf/hard-of-hearing person and the hearing person. Two telephone lines and three-way calling is needed for this type of relay. The Two-Line VCO (2L.VCO) user speaks directly to the hearing person on one (Voice) line and uses the second (TTY) telephone to receive the CA's typed responses voiced by the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

Sprint further exceeds this expectation by provided VCO Gating. **Sprint is the only provider to offer specialized gating.** Sprint is proud of our establishment of a primary VCO center and a secondary VCO center in Sprint's network. These VCO centers employ CAs who have received specialized VCO training and are the most experienced in handling VCO calls.

Sprint will continue to provide this VCO service with a designated VCO 800 number to Missouri at no additional charge. This number routes VCO calls to the dedicated VCO centers. A dedicated VCO 800 access number eliminates the need for VCO branding and resolves VCO call set-up issues for VCO users calling from PBX lines and/or dual household members.

**HCO** - Hearing carryover (HCO) allows a person to listen directly to the person they are calling and provide their responses by text through the operator (and vice-versa). **Sprint was the first relay provider to offer HCO users what is known as voice progression technology.** This advancement eliminates the HCO user's need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone.

**HCO Branding** - HCO users may choose to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into relay receives a unique greeting. The following is an example of the HCO greeting used.

RELAY MISSOURI CA XXXXM/F YOU MAY HEAR VOICE OR  
READ ON TTY GA

**HCO-to-HCO** - HCO users can communicate with other HCO users through relay. The CA reads the typed message from the HCO user and voices to the other HCO user who listens and then types his/her response back in the same manner and vice versa.

**HCO-to-TTY** - HCO and TTY users can communicate with each other through relay. The HCO user types directly to the TTY user. The CA voices the TTY user's typed messages to the HCO user.



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*d. Accept a call from a speech disabled caller, allowing the caller to use his/her own voice or voice synthesizer, rather than using a TT, and place a call to a hearing and voice-capable individual or to a TT, and translate using specially trained CAs to function as human translators for relay users who have difficulty being understood on the telephone as necessary to complete the communications link. The Frequent Dialed Number feature must also be made available to these speech-to-speech (STS) users.*

Sprint has read, understands and will comply.

Sprint provides dedicated Speech-to-Speech (STS) or voice synthesizer access through a toll free number and dedicated gates that serve Missouri STS users. All standard services are available to Speech to Speech users, including the frequently dialed number feature.

**Sprint was the first TRS provider to offer STS services for speech disabled customers beginning in 1994.** Sprint has developed a specialized training program for operators to function as translators for users with speech disabilities who have trouble being understood on the telephone. The STS operator repeats the words of the Speech Disabled caller as necessary to be understood by the person with whom they are speaking.

In addition to initial operator training, STS operators receive eight hours of additional training focusing on:

- Speech to Speech user characteristics
- Speech to Speech etiquette
- Speech patterns
- Speech to Speech call processing variations

*e. The contractor shall process the following types of calls, and their reverse, where applicable, whether originated from or placed to landline or commercial mobile radio services systems:*

- TT to Standard Phone (Voice)
- VCO to Standard Phone (Voice)
- HCO to Standard Phone (Voice)
- VCO to VCO
- HCO to HCO
- HCO to TT
- VCO to TT
- 2-line VCO to Standard Phone (Voice), HCO, or VCO
- Speech to Speech
- Spanish to Spanish
- Spanish to English

Sprint has read, understands and will comply.





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Sprint processes all of the required calls and their reverse, regardless of whether they originated from or were placed to a landline or commercial mobile radio services system. Please review 3.41 a., b., c., d. for detailed descriptions of each call type.

**Relay Missouri deaf/blind users are able to communicate through Relay by utilizing Sprint's Variable Typing Speed Feature.** Variable Typing Speed provides fully accessible relay for the visually impaired. This feature allows the user to establish the appropriate typing speed transmission for their equipment and communication needs.

Today, Relay Missouri users dial 711 or 800-520-7309 to directly access Spanish translation services. We currently provide Missouri with full relay services in:

- English
- Spanish
- English/Spanish Translation.

**Sprint was the first TRS to provide Spanish Relay translation services in 1990.** Spanish language relay services are provided at a dedicated gate. Proficient, bilingual CAs provide full relay services, as well as translation. Bilingual workstations are modified to send macros and other text functionality to the caller in their preferred language.

Sprint provides these multi-language services as part of our standard relay offering. There are no additional charges for these services. A Standard Features Matrix detailing the complete list of Sprint Relay's Standard Feature is provided in Appendix F.

**NOTE: If the provider offers Compatible Communication Protocol (CCP) such that the call is released when it is determined that the receiving party is communicating in the same manner (i.e. TT to TT or voice to voice), and TRS assistance is no longer required, CCP will be provided with no further charges accruing to the state after the call is released. If CCP is not offered, the caller will be notified when the called person is communicating with the same method and will be notified to call that person directly; and the TRS call will be terminated so that no further charges accrue for the call.**

Sprint has read, understands and will comply.

**3.4.2 The TRS shall:**

- a. allow for switching and transmission of the call;

Sprint has read, understands and will comply.



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- b. be able to handle emergency calls, allowing automatic and immediate transfer of the call to the nearest Public Safety Answering Point (PSAP);*

Sprint has read, understands and will comply.

Sprint's process for handling emergency calls is fully compliant with FCC requirements. An emergency call is considered to be one in which the user of the relay service indicates that they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E9-1-1 database that serves all of the United States, and Sprint has developed uniform procedures, which are followed at all Sprint Relay Centers.

The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, hits a hot key.

1. The CA terminal posts a query containing the caller's ANI to the E911 database.
2. The E911 database responds with the telephone number of the Public Safety Answering Point (PSAP) that serves the caller, automatically dials the PSAP number and passes the caller's ANI to the E911 service center.
3. The CA remains on the line and verbally passes the caller's ANI as well, to the E911 service center operator.

Relay users are encouraged to dial 911 as their primary means of contacting emergency services. However, if a user makes an emergency call through relay, the Sprint CA makes every effort to correctly route the call based on the network and user provided information. As required by the FCC, CAs stay on the line and provides the emergency service provider with the caller's telephone number, even if the caller is no longer on the line.

- c. include methods of accessing and being accessed with ASCII (with split-screen capability, if appropriate to the users software/equipment), Baudot, TurboCode, and E-TurboCode formats at any speed generally in use;*

Sprint has read, understands and will comply.

**Sprint is the only provider who offers E-TurboCode accessibility.**

All Sprint Relay Centers are capable of receiving and transmitting in both Baudot and ASCII codes, with Baudot (TTY) as the primary setting. Access via all commonly used Baud rates, including 2400 and ASCII rates, are available at each CA position.



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Each Sprint CA position is capable of receiving and transmitting in voice, Baudot and ASCII codes. Upon a call being received at the Relay CA position, TTY signals are automatically identified as either Baudot or ASCII, if ASCII, the baud rate is detected. Intelligent modems allow the Relay CA to handle either voice or data lines from the same CA workstation.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average operator work time to a minimum.

ASCII rates up to and including 19,000 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

The ASCII Split Screen feature allows High Speed ASCII computer users and CAs to type and communicate clearly and rapidly. Similar to voice-to-voice conversation, it provides interrupt capability for the ASCII user and the voice party. Please review Figure 3-4 for a display of ASCII Split Screen.

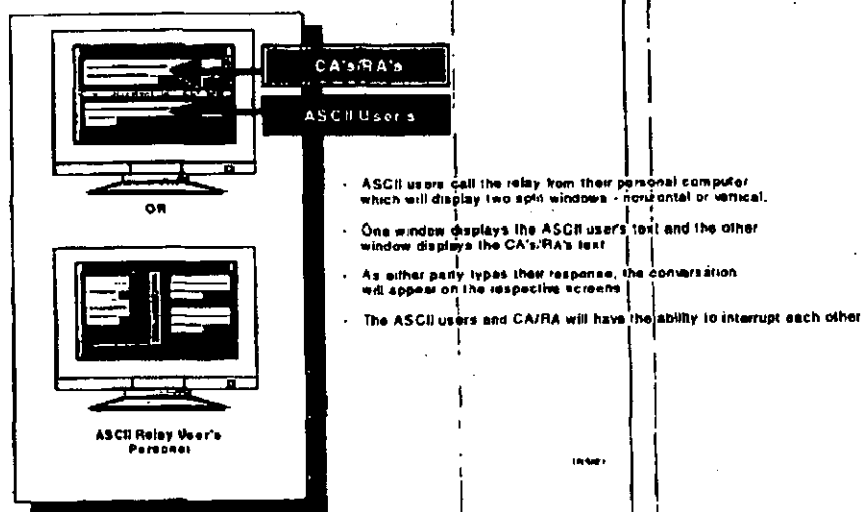


Figure 3-4. ASCII Split Screen

Sprint provides Relay Missouri customers with turbocode capability. In addition to Turbocode, Sprint also provides Relay Missouri with Enhanced Turbocode (E-Turbo™). Sprint worked closely with Ultratec, Inc., a manufacturer of TTY equipment, to design and implement this innovative technology. As a result, **Sprint is the only relay provider in the nation to offer E-Turbo™ call processing.**

E-Turbo™ allows TTY callers to automatically submit dialing and call setup instructions when they dial into Relay Missouri. This significantly reduces



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the amount of time necessary for Relay Missouri CAs to set up and process outbound calls. This results in the TTY caller being connected to the desired party at a speed that is close to that of a traditional non-relay call.

*d. allow access to users to their chosen interexchange carrier (IXC) through the TRS and to all chosen operator services.*

Sprint has read, understands and will comply.

Sprint will continue to provide Relay Missouri users with the most comprehensive Carrier of Choice (COC) options in the nation. Relay Missouri users will continue to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the COC program. When a Relay Missouri user indicates their COC preference, the CA will verify that the requested carrier is a COC participant. If so, the call will be routed accordingly. Relay Missouri users will continue to be able to use any billing method made available by the requested carrier including collect, third party, calling, credit and prepaid cards.

Sprint has the most comprehensive lists of COC participants in the TRS industry. The current participating members of Sprint's Carrier of Choice program are:

- SPRINT
- ATT
- MCIWORLD COMM
- ALLTEL
- BROADWING COMM
- BROADWING TELECOM
- CINCINNATI BELL LD
- COASTAL TELEPHONE CO
- EXCEL
- GLOBAL CROSSINGS
- GTE NORTH
- LCI
- LDDS
- LONG DIST INTL INC
- MCLEOD USA
- METROMEDIA
- OPEX LD
- QWEST
- RCI
- VERIZON LD
- WILTEL
- WORKING ASSETS



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- WORLDCOM
- 10-10-220 TELECOM USA
- 10-10-275 WORLDXCHANGE
- 10-10-321 TELECOM USA
- 10-10-502 WORLDXCHANGE
- 10-10-629 WORLDXCHANGE
- 10-10-636 CLEAR CHOICE
- 10-10-781 WORLDXCHANGE
- 10-10-811 VARTEC
- 10-10-834 WORLDXCHANGE

When the requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation. Please review Appendix E for a copy of the COC Letter.

Missouri customers will have unlimited access through Relay to standard operator and Directory assistance services, at rates no higher than those charged normally to end users by the local phone company.

*e. provide unlimited time on the duration of calls;*

Sprint has read, understands and will comply.

There are no restrictions or limits placed on the duration of calls placed by any relay user. All relay users accessing Sprint retain full control of the duration and number of calls placed anytime through relay.

*f. provide no limit on the number of calls handled by the CA for each access by the user to the TRS.*

Sprint has read, understands and will comply.

There are no restrictions or limits placed on the number of calls placed by any relay user. All relay users accessing Sprint retain full control of the duration and number of calls placed anytime through relay.



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g. *have a minimum of four (4) hours of auxiliary (reserve) power for continuation of the TRS operation in case of commercial power failure. The contractor shall adjust billing to the MoPSC for out of service conditions totaling over four (4) hours in a 24-hour period, provided such out of service conditions are under the control of the contractor. The adjustment for the service outage shall be equivalent to an average of one (1) day's billing of the TRS during the monthly billing period. The contractor shall make (1) adjustment for each out of service condition during the monthly billing period. No more than one (1) out of service adjustment will be assessed within a 24-hour period.*

Sprint has read, understands and will comply.

Sprint utilizes both an Uninterrupted Power Supply (UPS) and backup power generator to ensure that all Sprint Relay Centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generator to come on line – a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods of time, as fuel availability permits.

In the event of a power outage, the UPS and backup power generator ensures seamless power transition until normal power is restored. While this transition is in progress, power to all basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording.

As a safety precaution (in event fire during a power failure), the fire suppression system is not electric powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control units until commercial power is restored. Please refer to the Disaster Recovery Plan provided in Appendix G for a complete explanation of Sprint's back-up plan for Relay Missouri.

Sprint will adjust billing to the MoPSC for out-of-service conditions totaling over four (4) hours in a 24-hour period, provided such out-of-service conditions are under Sprint's control. The adjustment for the service outage will be equivalent to an average of one (1) day's billing of the TRS during the monthly billing period. Sprint will make (1) adjustment for each out-of-service condition during the monthly billing period. No more than one (1) out-of-service adjustment will be assessed within a 24-hour period.



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### **3.5 Quality of Service Standards:**

**3.5.1** *The quality of service provided by the TRS shall conform to the standards listed below. The contractor shall meet the following standards immediately upon implementation of the TRS.*

**a.** *The network shall be designed to comply with P.01 blockage which is based on normal industry standards.*

Sprint has read, understands and will comply.

Relay Missouri will be provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Sprint call center switch equipment. Sprint provides an average daily blockage rate by sampling the number of calls being blocked every 15 minutes for each 24-hour period.

Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

**b.** *After a call reaches the TRS, the answer time for at least 85% of all calls during all times of the day shall be within ten (10) seconds.*

Sprint has read, understands and will comply.

Sprint will meet the ASA requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA.

Sprint has a long history of providing TRS. Through that experience, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown TRS Operations capability to handle approximately 26 million calls per year. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements and will provide the capability to handle Missouri traffic while maintaining an excellent standard of service. Historical call detail has been gathered in 15-minute increments throughout the years of providing TRS service. This historical information is combined with Missouri-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls of Missouri.

Sprint's Traffic Management Control Center (TMCC) and Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.



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c. *Transmission circuits for the TRS must meet or exceed the generally accepted industry standards.*

Sprint has read, understands and will comply.

Transmission circuits for Relay Missouri meet or exceed generally accepted industry standards. The following telecommunications facilities, equipment and software will be used by Sprint in providing relay services for Missouri:

- Local Exchange Company and Interexchange Carrier facilities to complete local and long distance (toll) calls. The carrier used for toll calls is determined by the caller's selection (carrier of choice), in accordance with ADA requirements.
- All-digital switching system and PC-based CA terminals on a local area network (LAN).
- CA terminals with Sprint-developed software.
- Sprint's Enhanced Services Operation Control Center (ESOCC) operated 24 hours a day, 7 days a week, which monitors TRS to ensure uninterrupted quality relay service.

Table 3-3, below, shows the types and quantities of trunk facilities allocated for Missouri. These trunks are sized to provide a busy hour Grade of Service (GOS) of P.01, meaning a minimum of 99 out of 100 calls have unrestricted and immediate access to the relay call center serving Missouri during the busiest time of day.

**Table 3-3. Trunk Facilities Allocation**

Trunk Facility	Circuits (DS0)	Minimum Grade of Service
Inbound Toll-Free Trunks	24	P.01
Outbound Intra-state Trunks	24	P.01
Outbound ISDN Trunks (Caller ID)	24	P.01
Regionally Restricted 800	4	P.01
Carrier of Choice	24	P.01

Sprint uses an 800 service for inbound calls to the Relay Center and WATS service for outbound calls from the Relay Center. Regionally restricted 800 numbers are accessed via Sprint's VPN (Virtual Private Network). Carrier of Choice uses LEC FG-D circuits for access to all interexchange carriers.

Sufficient transmission facilities are assigned to service all traffic levels, including busy hour peaks, with a minimum reserve of 25%.





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### **3.6 Calls Processed Through the TRS:**

**3.6.1** *The following list describes the types of calls which shall be processed through the TRS:*

**a. Calls originating and terminating within the state of Missouri (intrastate);**

Sprint has read, understands and will comply.

Relay Missouri processes all intrastate relay calls originating and terminating within the state of Missouri.

As Relay Missouri's provider, Sprint will offer a 50% discount off intrastate and interstate rates to all Relay Missouri callers selecting Sprint as their carrier. If a Sprint subscriber is on a special promotion plan, the caller is charged at his/her special promotion rate, not the Relay Missouri rate.

Relay users who select Sprint to carry their long distance calls and are Sprint pre-subscribed customers receive charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. The CDR contains information identifying the call as a TRS call.

**b. Calls originating within the state of Missouri and terminating at points outside the state (interstate or international);**

Sprint has read, understands and will comply.

Relay Missouri processes all interstate and international relay calls terminating at points outside the state. Relay Missouri users are not charged more for services than for those charges paid by standard "voice" telephone users. Relay Missouri users who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. Users are only billed for conversation time.

**c. Calls originating outside the state of Missouri and terminating at points inside the state (interstate);**

Sprint has read, understands and will comply.

Relay Missouri processes all interstate relay calls originating outside the state of Missouri and terminating at points inside the state. Relay Missouri users are not charged more for services than for those charges paid by standard "voice" telephone users. Relay Missouri users who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. Users are only billed for conversation time.



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- d. Calls originating within the state of Missouri and terminating across a state line which, if the TRS was not used, would be considered local and toll free calling;**

Sprint has read, understands and will comply.

Relay Missouri processes all calls originating within the state of Missouri and terminating across a state line which would be considered local or toll-free if the TRS were not used. There will be no calls passed on to the customer for these local or toll calls.

- e. Intrastate and interstate Directory Assistance (DA), intrastate at no charge to the end user (and interstate to be paid from the NECA fund) and;**

Sprint has read, understands and will comply.

Sprint provides Missouri users with unlimited access to standard Operator and Directory Assistance including local and long distance Directory Assistance (DA) at no charge to the end user, with all interstate calls paid from the NECA fund. Once relay callers make the request, the Sprint CA contacts the appropriate directory assistance operator. The CA relays directory assistance calls between the Missouri user and the directory assistance Operator.

Realizing that the majority of DA services are not TTY accessible, Sprint has also designed and implemented a toll free 800 TTY number that provides DA nationwide. The Sprint TTY Operator and Directory Assistance's number is 1-800-855-4000 (TTY).

- f. Calls to 900 and 976 numbers, shall be provided by the contactor free of charge to the calling party. The calling party shall pay for all other charges associated with the call.**

Sprint has read, understands and will comply.

All calls to Pay-Per-Call services are provided free of charge to the calling party. The calling party will pay for other charges associated with the call.

Please see our response provided in section 3.3.1-c for additional information on Sprint Relay's Pay-Per-Call service.

**3.6.2 Calls to TRS from payphones, subject to the following:**

- a. local payphone calls must be provided free of charge and;**

Sprint has read, understands and will comply.

Local calls from payphones will continue to be provided free of charge.



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- b. users must be able to make toll calls by using calling or prepaid (debit) cards with rates equivalent to or less than those that would apply to a similar conventional call made using coin sent-paid service (coin call rates).*

Sprint has read, understands and will comply.

Relay Missouri users are able to make toll calls by using calling or prepaid (debit) cards with rates equivalent to or less than those that would apply to a similar conventional call made using coin sent-paid service (coin call rates).

Sprint processes collect and person-to-person calls and calls charged to a third-party for Relay Missouri, as well as calls billed to prepaid and non-proprietary calling cards offered by a Missouri local or any other interexchange carrier. Sprint also processes calls to or from hotel rooms, pay telephones and calls charged to debit cards.

In compliance with Missouri's goal to provide functional equivalency, when a call is placed through Relay Missouri, the user is billed in the same manner that a non-relay user would be billed. The relay user is only be billed for conversation time, (which does not include call setup time, time between calls, or wrap up time) on toll calls. Billing occurs within 60 days of the call date. Sprint gives users the option of billing their calls to non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint processes calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program, and as long as Feature Group D is at the Carrier's access tandem. Sprint will continue to work with the Missouri's LECs and IXCs to compile and make available to all TTY users a list of acceptable calling cards. Sprint CAs also relay calls that are billed to prepaid calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and handles rating and invoicing of toll calls placed through the Relay. Sprint's billing is processed in-house.

### **3.7 Calls Not Processed Through the TRS:**

#### **3.7.1 Coin-sent calls where the CA would be required to determine and handle the deposit of coins;**

Sprint has read, understands and will comply.

#### **3.7.2 TT to TT except in use of VCO to VCO;**

Sprint has read, understands and will comply.

#### **3.7.3 Incoming prerecorded solicitation;**

Sprint has read, understands and will comply.



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**3.7.4** *The CA shall relay messages and leave messages for telephone answering devices at the request of the caller even if doing so requires a return call.*

Sprint has read, understands and will comply.

Sprint has been providing and will continue to provide this service in compliance with Missouri's goal to provide functional equivalency. When reaching a recorded message, the CA uses Sprint's recording technology to obtain all information necessary on the first attempt. The CA can then play back the recording at a pace that allows them to relay the entire message to the caller, after which the recorded message is deleted. This technology greatly reduces the CA's work time and time billed to the state.

Subsequent redials to leave a message or enter information into an interactive menu are not charged to customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges on long distance calls. Missouri customers will only be charged for the first call.

### **3.8 Charges and Rates to Users:**

*The following charges and rates shall apply to the TRS:*

**3.8.1 Local and toll free calls** – *The calling or called party shall bear no charges for calls originating and terminating within a toll-free calling scope.*

Sprint has read, understands and will comply.

All calls to access Relay Missouri will be toll-free. Relay Missouri users are not charged for calls placed within the same toll-free calling route.

**3.8.2 Intrastate Long Distance Calls** – *The charge per minute shall not exceed AT&T's Intrastate Message Telecommunications Service (MTS) rates with a 50% discount from the appropriate day, evening, night/weekend rate period.*

Sprint has read, understands and will comply.

Sprint's intrastate long distance rates will not exceed AT&T's Intrastate Message Telecommunications Service (MTS) rates with a 50% discount from 50% discount from the appropriate day, evening, night/weekend rate period.

As Relay Missouri's provider, Sprint will offer a discounted MTS rate that will not exceed AT&T's Intrastate MTS rates, to all Relay Missouri callers selecting Sprint as their carrier. If a Sprint subscriber is on a special/promotional plan, the caller will be charged at the special/promotional rate.



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**3.8.3** *Intrastate operator-surcharges that would otherwise apply, such as collect, third number, person to person, calling card and credit card shall not exceed AT&T's rates.*

Sprint has read, understands and will comply.

Sprint's intrastate operator-surcharges, such as collect, third number, person to person, calling card and credit card will not exceed AT&T's rates.

Please review Section 3.4.2. d. for an overview of Sprint COC procedures.

**3.8.4** *Intrastate disability discounts that may otherwise exist shall not apply to TRS calls.*

Sprint has read, understands and will comply

### **3.9 Access Charges:**

**3.9.1** *Intrastate Carrier Common Line (CCL) Access Charges on the originating end of the calling party and on the terminating end of the called party shall not be charged to or imputed by the contractor for local or toll free calls placed through the TRS. This includes InterLATA and IntraLATA CCL charges.*

Sprint has read, understands and will comply.

### **3.10 Publicity:**

**3.10.1** *The contractor shall work with the advisory Committee to ensure that publicity for TRS is effective and appropriate. The contractor will be expected to provide for ongoing publicity which will help to make the general public aware of the current services and enhanced services as they become available.*

Sprint has read, understands and will comply.

The contractor shall work with the Advisory Committee to ensure that publicity for the TRS is effective and appropriate.

Sprint looks forward to continuing the relationship we have developed with the state for the last 11 years and is ready to provide Missouri a superior outreach package. As the leading provider of TRS services in the United States, Sprint has a team dedicated to the development of appropriate marketing and educational products that meet the varying needs of the different audiences who utilize Relay Services.

The Relay Missouri Account Manager team will provide outreach funds allocated annually at \$200,000.00. A sample of such outreach efforts are shown below in Table 3-4:



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**Table 3-4. Sample Marketing and Outreach Plan**

	Sample Marketing and Outreach Plan	Expense
1	<p>Possible partnerships with state agencies to conduct outreach activities throughout the state:</p> <ul style="list-style-type: none"> <li>• Independent Living Centers</li> <li>• Missouri Chapters of AARP</li> <li>• Missouri Chamber of Commerce</li> <li>• Missouri Department of Aging – Statewide</li> <li>• Missouri Assistive Technology Program</li> </ul> <p>To increase awareness among hearing, deaf, hard of hearing and speech disabled populations. Provide workshops/presentations, host town hall meetings, attend conferences/events (state fairs), publish relay articles in their agency's newsletters, be the pock for any new relay materials, etc.</p>	<p>\$15,000.00</p> <p>\$5,000.00</p> <p>\$5,000.00</p> <p>\$5,000.00</p> <p>\$5,000.00</p>
2	<p>Work with agencies to identify an individual to act as the point of contact for any information regarding Relay Service. Submit articles in newsletters, attend board meetings, and distribute relay materials to new consumers:</p> <ul style="list-style-type: none"> <li>• Missouri Association of the Deaf</li> <li>• Missouri Commission for the Deaf and Hard of Hearing</li> <li>• Missouri Vocational Rehabilitation (9 locations)</li> <li>• St. Louis Roundtable Representatives for Deafness, Inc.</li> <li>• Missouri School for the Deaf</li> <li>• Missouri Association of Senior Citizens</li> <li>• Missouri Speech Language and Hearing Association - Language Pathology and Audiology</li> <li>• Florissant Valley Community College for the Deaf and Hard of Hearing Program</li> <li>• Mary Williams University</li> <li>• Missouri Public Library</li> <li>• Missouri SHHH</li> <li>• Central Institute for the Deaf</li> <li>• St Joseph School for the Deaf</li> <li>• Other Disability organizations</li> <li>• Greater St. Louis Association of the Deaf.</li> </ul>	<p>\$20,000.00</p>
3	Relay Missouri Web Page/Service Newsletters/Media Relations	\$25,000.00
4	MapInfo	\$1,000.00
5	CD-Rom for "Don't Hang up on Relay" Publicity Campaign and all other Publicity programs.g	\$80,000.00
6	Conferences/Events/Tradeshows, sponsorship fund, publish Ad in program books	\$9,000.00
7	Relay Missouri brochures for Relay Call types including Speech to Speech	\$10,000.00
8	Promotion Items - variety give-a-ways (stickers, magnets, pens, key chains, etc)	\$10,000.00
9	Miscellaneous Outreach expenses (print additional videotapes, PowerPoint slides, postages, supplies, etc)	\$10,000.00
10	Total Expenditures	\$200,000.00



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The second Account Manager will be located in St. Louis, supporting the communities in the Eastern part of the state. Both Relay Missouri Account Managers will work in conjunction with the Advisory Committee to ensure effective and appropriate publicity. In doing so, Sprint aims to meet the needs of the deaf, hard of hearing, speech impaired and generate awareness in the hearing population. Listed below are the publicity campaigns Sprint is committed to providing:

- **Do Not Hang Up on Relay** - Feedback received from the Relay Missouri Advisory Committee has prompted Sprint to implement the "Do Not Hang Up on Relay" Campaign. Sprint will offer a CD-ROM to the general public for the purpose of educating people about Relay Missouri. The CD-ROM will include messages from consumers as well as information about Relay Missouri. This program is designed to improve the awareness within the business community and general public in order to meet the needs of deaf, hard of hearing, and speech disabled customers who use of Relay Missouri. It is our goal to reduce the number of hang-ups on relay and to increase awareness for businesses in Missouri.
- **Speech-to-Speech Publicity** - Sprint recognizes the importance of publicity for its Speech Disabled community. Through presentations and consultation with representatives of Sprint and Relay Missouri Account Managers, literature and presence at statewide conferences and conventions, Sprint will raise awareness and understanding of Speech-to-Speech services. This service allows speech disabled customers to use their voice, with the assistance from a CA, if necessary, to communicate through Relay Missouri to non-speech-disabled individuals.

Sprint is committed to continued participation in the following:

- Technology Expos
  - Missouri Rehabilitation Association
  - Independent Living Conferences
  - Missouri Association of Higher Education
  - Missouri Speech-Language-Hearing Association
  - Missouri Governor's Council on Disability
  - Mayor's Committees for People with Disabilities
- **711 Campaign** - Specific marketing materials for 711 will be designed to increase public awareness. Relay Missouri Account Managers will work with the Relay Missouri Advisory Committee to collect feedback for marketing materials and identify publications for advertising.



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- **Video Relay Service and Sprint Relay Online** - Our Newest Enhancements - Sprint has long been recognized the leader in development of new products to ensure customers the benefit of telecommunications at its best. With Sprint's new and innovative programs, people have the option to choose the mode of relay service that best serves their needs. With Sprint Relay Online, people are able to access Sprint TRS via the internet. Video Relay Service is another available option that allows deaf people to communicate in their native language - American Sign Language, and to have their calls processed via a certified sign language interpreter who functions in the role of a CA. Sprint will host five annual seminars throughout the state which will include orientation and training on how to use the newest services offered and additional information on upgrades and enhancements for all of products provided through Sprint.

### **3.11 Relay Service Provider Reporting Requirements:**

**3.11.1** *The contractor shall maintain its records of TRS operations so as to permit review and determination of such operations. Such records shall be made available during normal business hours for inspection by the MoPSC and the Office of the Public Counsel.*

Sprint has read, understands and will comply.

Sprint has recently deployed a new product, Sprint Relay Express Report, allowing online reporting capabilities via the Internet. The MoPSC and the Office of the Public Counsel will be able to access useful features and functionality (email notification, guaranteeing reports, archives and many more) built into the product, along with electronic access to all reports.

Sprint Relay Express Report provides a web-based placeholder for electronic reports provided by billing vendors and driven by secure database data to organize reports. The MoPSC will be able to download and view the files anywhere and whenever necessary.

**3.11.2** *The contractor shall maintain monthly records as directed by the MoPSC which shall include, but shall not necessarily be limited to, the following:*

Sprint has read, understands and will comply.

Sprint will provide the State of Missouri with all required reports in narrative and graphic format, by both hard copy and electronic format.

**3.11.3** *Total number of relayed calls handled by the TRS;*

Sprint has read, understands and will comply.





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Sprint will provide the total number of relayed calls handled.

Sprint reports all interstate and intrastate calls and minutes on the monthly invoice. Sprint seeks reimbursement for all interstate and international minutes from the TRS Interstate Fund. The National Exchange Carrier Association (NECA) administers the TRS Interstate Fund and monitors payments into the fund from telecommunications providers. NECA also administers fund disbursements to TRS providers.

The interstate minutes reimbursed by the TRS Interstate Fund are listed on the invoice as a reduction to the total minutes of service for each month. The MoPSC will not be invoiced for minutes associated with relaying interstate and international calls.

***3.11.4 Call volume showing percentages of each of the following types of calls: local and toll free, intrastate intraLATA, intrastate interLATA and interstate, separated by originating area code;***

Sprint has read, understands and will comply.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. Call volume reports will be made available to the state indicating percentages of each of: local and toll free, intrastate intraLATA, intrastate interLATA and interstate calls, and will be separated by the originating area code as required by the RFP.

***3.11.5 Average holding time per call and supporting documentation;***

Sprint has read, understands and will comply.

Sprint will provide monthly reports detailing the average holding time per call and supporting documentation for each month of the contract.

***3.11.6 Average answer time and supporting documentation;***

Sprint has read, understands and will comply.

Sprint will provide monthly reports detailing the average answer time per call as well as any supporting documentation for each month of the contract.

***3.11.7 Number of calls originated by TTs;***

Sprint has read, understands and will comply.

Sprint will include in the Relay Missouri monthly report the number of calls originated by TTs on a monthly basis.

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**3.11.8 A log of customer complaints to include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution;**

Sprint has read, understands and will comply.

Sprint is fully compliant with all FCC guidelines. Sprint's ratio of customer complaints-to-calls stands at 0.00008%, which is an outstanding testament to Sprint's quality.

All supervisors, customer service representatives, account managers, and other personnel who accept complaints or commendations track complaint information via a Customer Contact database. This database includes all FCC mandated information: date complaint was filed, nature of the complaint, explanation of resolution, and date of resolution. All information will be stored and utilized to assist states in obtaining their re-certification from the FCC.

Sprint's internal process for resolving complaints is much more stringent than that mandated by the FCC:

**99% of all service, technical, and miscellaneous complaints are resolved within fifteen days after the last day of the month in which the complaint was issued.**

Approximately 90% of complaints that are filed; are resolved while the caller is still on line. The remaining 10% require additional follow up from supervisors and account management.

Sprint Operations Supervisors or Operations Administrators are available 24 hours a day, 7 days a week and are trained to provide on-line assistance to customers with concerns, questions or complaints, which enable supervisors to provide immediate coaching, training, or feedback to CAs.

Relay Missouri customers also have the option of calling the Sprint Relay 24-hour Customer Service department, located in the Relay Missouri Center, or the Missouri Account Manager to file complaints or commendations. Sprint has the capability to transfer the caller on-line to the Customer Service department. A Customer Service representative will always answer the calls live.

The Relay Missouri Account Manager is responsible for tracking all commendations and complaints for the month and will send copies of Customer Contacts to the state by the invoice due date of the following month.



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### **3.11.9 Number of DA calls.**

Sprint has read, understands and will comply.

Sprint will continue to provide reports to the state of Missouri detailing the number of DA calls placed through Relay Missouri.

### **3.11.10 The contractor shall provide to the MoPSC and to the Office of the Public Counsel an annual report of operations, traffic patterns and accounting data about the TRS.**

Sprint has read, understands and will comply.

Sprint will continue to provide to the MoPSC and to the Office of the Public Counsel an annual report of operations, traffic patterns and accounting data regarding TRS.

### **3.12 Captioned Telephone Service Requirements:**

The State of Missouri is the first in the nation to require CapTel™ relay service in a TRS RFP. Sprint applauds this proactive approach and stands ready to support the State in the incorporation of this service as a permanent TRS feature in Missouri.

The CapTel™ relay service trials provided by Sprint are currently serving 800 people and generating over 70,000 minutes a month. Sprint has worked closely with Ultratec and the FCC in the trialing of an approval process for CapTel™. The FCC has currently approved the reimbursement of all Interstate and 51% of all Toll Free CapTel™ minutes from the NECA fund at the current rate of \$1.52.

Sprint is pleased to offer the CapTel™ relay service that will meet all current TRS applicable requirements in the year 2003. The service will be available 24 hours a day 7 days a week and meet all ASA and blockage requirements. CapTel™ relay service is the future of communication for the hard of hearing in our country and the people of Missouri will be proud that their commission has positioned Relay Missouri to provide this enhanced feature.

Sprint offers the CapTel™ phones, Outreach and service for the low price offered in Exhibit A. Sprint will provide 600 CapTel™ phones a year to distribute at a rate of 50 a month.

Please review Exhibit D Proposed Method of Performance for a detailed description of the CapTel™ relay service offered to the state in this proposal.



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**3.12.1 The contractor shall provide Captioned Telephone (CapTel) service that shall meet or exceed the following criteria and shall comply with subsequent, more stringent, FCC mandated requirements:**

Sprint has read, understands and will comply.

Initially, CapTel™ relay service will meet the criteria established in this RFP. Sprint will further exceed these expectations by providing CapTel™ relay service that is fully compliant with all current FCC TRS applicable requirements in the year 2003. Sprint will comply with any subsequent changes, additions or more stringent FCC requirements for CapTel™ relay service.

**a. The service shall operate Monday through Friday, from 7:00 a.m. through 9:59 p.m.; Saturday, from 8:00 a.m. through 9:59 p.m.; and Sunday, from 1:00 p.m. through 9:59 p.m. All times refer to Central Time.**

Sprint has read, understands and will comply.

Initially, CapTel™ relay service will meet the criteria established in this RFP. Sprint will exceed this expectation by providing CapTel™ relay service 24 hours a day 7 days a week in the year 2003.

**b. The state shall be responsible for identifying participants with assistance from the contractor.**

Sprint has read, understands and will comply.

The Sprint Account Management team has successfully marketed and implemented this product with the Sprint-provided CapTel™ trials across the nation. Matt Gwynn, the Missouri Account Manager has successfully implemented the CapTel™ trial in Missouri with direction from the state.

Included in the Sprint price-per-minute offer to Missouri is Account Management support to work with the state in managing the selection of the participants.

**3.12.2 Emergency calls through the number "911" shall not be provided through CapTel Service. The CapTel units are programmed to dial 911 directly.**

Sprint has read, understands and will comply.

The CapTel™ trial in Missouri does not provide 911 access for emergency call processing, but are programmed to dial 911 directly. Sprint will exceed this expectation in 2003 by meeting the applicable TRS FCC requirement allowing for the processing of 911 calls through the CapTel™ relay service.



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**3.12.3 All CapTel operators shall be briefed by the contractor on procedures for maintaining the confidentiality of calls. The CapTel service shall meet the confidentiality requirements for TRS.**

Sprint has read, understands and will comply.

All CapTel™ CAs are trained and required to follow confidentiality requirements as established by the FCC TRS requirements.

### **3.13 Invoicing and Payment Requirements:**

**3.13.1 The contractor shall submit monthly invoices to the Missouri Public Service Commission; ATTN: Dual Party Relay Service Fund; P.O. Box 360; Jefferson City, Missouri 65102. All such invoices shall be submitted in a format agreed upon between the MoPSC and the contractor.**

Sprint has read, understands and will comply.

**3.13.2 The contractor shall be paid on a monthly basis for the total accumulated minutes of traffic per month in accordance with the firm, fixed price per minute state on the Price Page.**

Sprint has read, understands and will comply.

**3.13.3 The contractor shall agree and understand the TRS toll calls will be billed by either the user's local exchange carrier (LEC), the contractor, or the user's preferred Interchange Carrier (IXC) if such IXC billing preference is accepted by the contractor and identified on the user's profile.**

Sprint has read, understands and will comply.

**3.13.4 The contractor shall pass Caller ID information from the originating call, if available and not blocked, to the called party, so that if the called party subscribes to Caller ID service from the local exchange carrier, the called party may see the number or name and number, as appropriate to the subscribed service, of the calling party.**

Sprint has read, understands and will comply.

Sprint offers Caller ID and this feature is supported on all local calls. Sprint forwards the calling party's ANI (Automatic Number ID) to the terminating LEC. As with standard telecommunications, the terminating LEC may or may not choose to use this ANI information as Caller ID information and pass this on to the terminating number.

When passed through, the Relay Missouri call recipient is able to see the caller's phone number on their caller ID display (the caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient receives a message such as "OUT OF AREA" or "CALLER UNKNOWN".



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### 3.14 FCC Requirements:

**3.14.1** All current mandated standards and regulations and any future standards mandated by the FCC relating to TRS codified by the FCC, whether or not said standards are specifically mentioned, named, or referred to in this RFP shall be incorporated by reference. The state may negotiate with the contractor for in the event of FCC mandated changes that would necessitate a change in the price or services required for the provision of Relay as paid out of the state Relay Fund.

Sprint has read, understands and will comply.

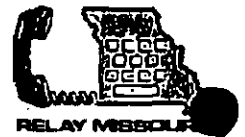
Sprint TRS is fully compliant with all FCC requirements and will comply with all future FCC mandates. Please review Table 3-5 for the FCC Mandatory Minimum Standards Matrix that demonstrates Sprint's compliance to each FCC requirement. All of the current operational, technical and functional features and standards implemented by Sprint meet or exceed standards mandated by the FCC.

**Table 3-5. FCC Mandatory Minimum Standards Matrix**

FCC Order Ref: 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 A.1	<b>Communications Assistant (CA) Competency Skills</b>	All CAs are tested and evaluated to ensure relay skills meet the following FCC Guidelines:
	Typing Speed - 60 WPM with technological aids	Typing Speed of 60 WPM prior to taking live calls
	Oral-to-type tests	Oral-to-type tests
	Spelling and grammar	High school graduate equivalency
	Familiarity with hearing & speech disabled cultures; ASL Translation	CA training provides familiarity with hearing, deaf, and speech disabled cultures and ASL translation.
	VRS 'qualified' Interpreters	VRS interpreters are qualified, certified interpreters.



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FCC Order Ref. 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 A.2	<b>Confidentiality &amp; Conversation Context</b>  CAs are prohibited from disclosing the content of any relayed conversation regardless of content  Certain exceptions are provided for Speech-to-Speech calls.  CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise	CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.  Sprint CAs are prohibited from disclosing any call content.  STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.  CAs relay calls verbatim and do not alter relayed conversation.
§ 64.604 A.3	<b>Types of Calls</b>  CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers.	CAs process all calls and never prohibit sequential calls or limit length of calls.  Sprint TRS is capable of handling all call types normally provided by common carriers
§ 64.604 A.4	<b>Handling of Emergency Calls</b>  Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest PSAP.  A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.	Sprint automatically and immediately connects the caller to the nearest PSAP.  CAs pass along the caller's number to the PSAP when the caller disconnects prior to be connected to the emergency service.



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FCC Order Ref: 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 A.5	<b>In-call Replacement of CAs</b>  CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes. STS CAs – 15 minutes.	CAs stay on all TRS and VRS calls for a minimum of 10 minutes.  STS CAs stay on all STS TRS calls for a minimum of 15 minutes.
§ 64.604 A.6	<b>CA Gender Preferences</b>  TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.	Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.
§ 64.604 A.7	<b>STS Called Numbers</b>  STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the user.	Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name the STS CA will repeat the name and the number to user.
§ 64.604 B.1	<b>ASCII &amp; Baudot</b>  TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.	Sprint TRS communicates with ASCII and Baudot formats in all speeds that are generally in use.





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FCC Order Ref: 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 B.2	<p><b>Speed of Answer</b></p> <p>TRS shall include adequate staffing in ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis.</p> <p>The system shall be designed to a P.01 standard.</p>	<p>Sprint ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis with a P.01 Standard.</p> <p>Sprint's system is designed to a P.01 standard or greater.</p>
§ 64.604 B.3	<p><b>Equal Access to IXCs</b></p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.</p>
§ 64.604 B.4	<p><b>TRS Facilities</b></p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction w/TRS.</p>	<p>Sprint TRS is available 24 hours a day, everyday.</p> <p>Sprint has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint's network facilities are sufficient to insure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>



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FCC Order Ref. 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 B.5	<p><b>Technology</b></p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO &amp; HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nations leader in the development and offering of technological features for TRS.</p> <p>Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies.</p>
§ 64.604 B.6	<p><b>Voicemail &amp; Interactive Menus</b></p> <p>CAs must alert the TRS user to the presence of a recorded message &amp; interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages &amp; retain them for the length of the call, &amp; may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus.</p> <p>Sprint TRS processes pay-per-call call types.</p>
§ 64.604 C.1	<p><b>Consumer Complaint Logs</b></p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States &amp; TRS providers shall submit summaries of logs indicating the number of complaints received for the 12 month period ending May 31 to the Commission by July 1 of each year.</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution and the explanation of resolution.</p> <p>Sprint provides summaries of the logs which indicate the number of complaints received for a 12 month period ranging from May 31 to July 1.</p>

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FCC Order Ref. 80-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 C.2	<b>Contact Persons</b>  States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.	Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.
§ 64.604 C.3	<b>Public Access to Info</b>  Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, including 711 access, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.	Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.
§ 64.604 C.4	<b>Rates</b>  TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.	Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.



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FCC Order Ref. 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 C.5	<p><b>Jurisdictional Separation of Costs</b></p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	<p>Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>Interstate TRS is recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism.</p> <p>Sprint works with NECA for reimbursement of interstate minutes.</p>
§ 64.604 C.6	<p><b>Complaints</b></p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p> <p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	<p>The Sprint TRS Customer Contact process is fully compliant with all FCC Requirements.</p>



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FCC Order Ref: 90-571	FCC REQUIREMENT	SPRINT COMMITMENT
§ 64.604 C.7	<b>Treatment of TRS Customer Info</b>  All future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.	Sprint transfers TRS customer profile data to incoming TRS vendors. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees.
§ 64.605	<b>State Certification</b>  Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.	Sprint provides each state a re-certification packet and assists in the re-certification process.

Sprint has worked closely with the FCC concerning basic services and upgrades to existing TRS. Sprint regularly provides comments and proposed changes and additions to the FCC requirements. Sprint has long been at the forefront of developing and offering features and procedures that were later adopted by the FCC and are now mandatory requirements for TRS.

Sprint will stand ready to work with the state in the event of FCC mandated changes that would necessitate a change in the price or services required for the provision of relay as paid out of the state Relay Fund. As soon as possible but no later than 30 days after receiving notice of changes to the FCC requirements for the provision of TRS, Sprint will submit to MoPSC a detailed written estimate of the scope of work.